



Welcome to SmartHR's February 2012 E-Newsletter

We hope you find this newsletter of interest and share it with your colleagues. Gail Yeowell Chartered FCIPD FInstAM(Dip) FCMI FIRP
Managing Director, Smart HR Solutions Limited

Read our Client Testimonials here: [Testimonials](#)

February 2012 Changes

1 Feb 2012: UK - Increase in limits to Employment Tribunal Awards. A week's pay to increase from £400 to £430. This will result in the maximum compensatory award for unfair dismissal increasing from £68,400 to £72,300.

SmartHR provides a wide range of *professional and effective outsourced HR solutions* to businesses and individuals. With almost 20 years' HR management experience, we utilise our skills and knowledge to assist clients in 3 areas: Recruitment, HR Consultancy and Training.



Recruitment:

- Executive Appointments
- General Recruitment
- Interim Positions



HR Consultancy:

- HR Consultancy and Advice
- Tailored Business Support Packages for a fixed monthly fee
- HR Healthchecks and Planning
- Employment Contracts and Staff Handbooks (IOM and UK)
- HR Policies and Procedures
- Induction, Performance Review and Succession Processes
- Ad hoc / Interim HR Projects
- Online E-HR Shop to purchase template employment documents



Training:

- 'Skills Workshops' to improve people management skills
- Coaching e.g. managing absence, managing discipline & grievances

Has your management team received recent training on managing discipline & grievances or a general employment legislation overview? Contact SmartHR to discuss your needs!

Future employment legislation changes

8 Mar 2012: UK - Parental Leave Directive 2010. The allowed period of parental leave following the birth or adoption of a child to be increased from 3 months to 4 months. At least 1 of the 4 months will be not transferable between the parents (if it is not taken it will be lost).

6 April 2012: UK - Unfair Dismissal qualifying period employment protection rights to increase. The qualifying period for gaining employment protection rights for unfair dismissal will increase from 1 year to 2 years.

Smart HR Solutions Limited
6 Hilltop Rise, Farmhill, Douglas, Isle of Man, IM2 2LF

Phone: +44 1624 619619 / Mobile: +44 7624 478764

Email: gail@SmartHR.co.im

www.SmartHR.co.im

Other things to consider:

- **Develop a Retention Strategy – key employee retention is critical to the long-term success of your business. Preserve your intellectual capital – remember your most talented employees always have options.**
- **Focus on Succession Planning and link development to identified succession needs – nurture talent.**
- **Identify career development and growth opportunities.**
- **Use special projects and developmental experiences to utilise and expand skills and provide challenges.**
- **Review the quality of your Managers and Supervisors – people often leave managers rather than jobs or companies. Ensure that your managers are providing clear information on job/performance expectations, regular feedback, coaching and guidance, support and encouragement to succeed.**
- **Be consistent between your words and actions – walk the talk.**
- **Ensure the management team is equipped to deal with change and managing stress, and that they can identify and recognise stress in others and support their people.**
- **Encourage creativity, teamwork, innovation, feedback, ideas for continuous improvement or solutions to better control costs.**
- **Provide regular and timely feedback on business and individual performance.**

SPECIAL FEATURE: RETAINING EMPLOYEES DURING DIFFICULT TIMES

Many companies have faced and continue to face turbulent times in a challenging economy. Whilst many businesses have restructured and downsized, the importance of taking steps to retain employees should not be overlooked. Below are some actions you could consider taking:

- **Keep your Company's Vision, Aims and Objectives alive.** Make sure that your staff know what the Company's vision, overall aim and strategic business objectives are – *and that they know how their performance contributes to achieving them.* This should come from the top/Board. Provide regular updates – *communicate often and well.* This is particularly important if you have gone through restructuring. Don't forget the impact on the survivors.
- **Build a Partnership Culture.** Sirota's research shows that companies with a 'partnership culture' consistently outperform their competitors during both boom times and downturns. The partnership culture includes various hallmarks including trust, open communications, long-term perspective, joint decision-making, financial sharing, and equitable day-to-day treatment.
- **Live your Company's Values and Ethics.** Whatever values are important to your business - keep them alive and instil them into the things that you do on a day-to-day basis. Link them to your Company's performance management system.
- **Engage, motivate and involve your people.** Look at how you engage with your employees. What mechanisms do you have in place? Are they working? Do you obtain feedback? What are the results? How could you improve? In what ways etc.
- **Continue training and developing your people.** Don't stop this in difficult times, you will need well trained and capable managers and staff to service and retain your clients, and ensure client satisfaction. It is important to ensure your people have the right skills at the right time for future success.
- **Ensure your people feel valued, recognised, appreciated and rewarded.** Recognition and reward mechanisms should be appropriate, transparent, recognise achievement and commitment, and be linked to overall aims and performance objectives. Don't forget the impact that non-financial recognition also has – saying thank you for a job well done or the team's effort in achieving a deadline can be motivating.
- **Understand why people leave.** Use exit interviews to gain valuable information and understand why people are leaving. Analyse the results and take corrective action where necessary.

SmartHR E-Newsletter

February 2012

Issue 14

UK: Woolworths Administrators failed to follow correct redundancy procedures – ex-employees awarded £68 million

£67.8m has been awarded as collective compensation to thousands of Woolworths ex-employees. An Employment Tribunal ruled that the Administrators failed to correctly follow redundancy procedures in relation to collective consultation.

UK: Anonymous / name-blank and school-blank CVs and application forms

Over 100 of the UK's largest businesses have signed up to the Government's Business Compact on Social Mobility – including major finance firms (Barclays, HSBC, Santander), high street retailers (Tesco, Asda, Sainsburys, M&S), manufacturers (Coca Cola, Nestle), law firms (Allen & Overy, CMS Cameron McKenna), and energy firms (BP, Shell). The initiative is a partnership between business and Government and is designed to open the doors to people from all walks of life, ending the 'who you know, not what you know' culture. Part of Compact is to recruit fairly without discrimination using application forms that don't allow candidates to be screened out of the selection process because they went to the wrong school or they come from a different ethnic group.

To find out how SmartHR can add value to your business call Gail on 619619 / 478764, email: gail@SmartHR.co.im or visit our website at www.SmartHR.co.im

THE BENEFITS OF OUTSOURCING HR SERVICES

Outsourcing either all or some of your HR activities or processes to an external provider to manage on your behalf can cover areas such as: HR strategy and communication, creating HR policies, standardising procedures and processes, recruitment and selection, contract negotiation, contracts of employment, maintaining HR systems and records, performance and talent management, training and development, organisational change, restructuring / managing redundancies, outplacement services, supporting disputes, absence management, compensation and benefits, managing adhoc projects, termination assistance, and general HR advice and guidance.

There are various reasons why you may want to consider outsourcing... You could be a new or smaller business with no internal HR resource that could benefit from part-time HR expertise (offsite and/or onsite); or a larger company that needs specialist HR expertise, support for an existing HR team, or to outsource specific activities on a cost effective flexible basis – *you only pay for the services that you want.*

Here are just some of the benefits of outsourced HR support...

- It helps you to reduce your risks and minimise your exposure to potential litigation (and its associated costs – financially and to your business reputation).
- It can enable you to utilise a different skill set e.g. HR strategy and planning, compliance with employment legislation, restructuring support, managing redundancies, recruitment and selection, training and development.
- It provides business support on a flexible basis as and when you need it – either on a *retained basis* (acting as your HR Manager/Consultant/Adviser), an *interim basis* e.g. assisting with HR projects or interim HR management (on a full-time or part-time basis), or on an *ad hoc advisory basis*.
- Outsourcing to a competent, qualified and experienced HR professional can take the pressure off you and give you peace of mind that your HR activities are well managed.
- It can help improve productivity, performance and morale.
- Enable management time to be spent on other areas such as forward planning, growing the business, developing new products or services, or identifying costs savings.
- Using an external provider can you give an independent perspective that can result in fresh ideas for your business.

Contact SmartHR to see how we can support you!

Other news...

The UK Government has commenced consultation on employment tribunal fees. There are 2 options:

- **Option 1:** claimants would pay an initial fee of £150 - £250 for lodging an employment tribunal claim, followed by a fee of £250 - £1,250 if the case proceeds to a hearing – no limit on the potential compensation.
- **Option 2:** claimants would pay a one-off fee at the outset of the claim, but could choose between paying £200 - £600 and having their potential compensation capped at £30,000, or paying a fee of £1,750 and being free to seek higher compensation.

“SmartHR... Our aim is to be your trusted and preferred HR services provider – delivering effective solutions and customer services excellence.”



SmartHR's Recruitment Services

Executive Appointments
General Recruitment
Interim Positions

We will work in partnership with you to understand your needs and provide you with a *professional, confidential and dedicated personal service.*

Contact Gail on 619619 / 478764 to discuss your requirements

<http://www.SmartHR.co.im/recruitment>

SmartHR delivers a range of 'Skills Workshops' in order to enhance people management performance:

- Feb 7:** Managing Discipline & Grievances
- Feb 9:** Managing Absence
- Feb 21:** Effective Appraisals & Objective Setting
- Feb 23:** Managing Performance & Personal Development Planning
- Feb 28:** Coaching & Feedback Skills
- Feb 28:** Delegation Skills
- Mar 6:** Managing Performance Problems
- Mar 7:** Effective Team Meetings
- Mar 7:** Effective Time Management
- Mar 13:** Customer Care, Telephone & Time Management Techniques
- Mar 15:** Managing Stress
- Mar 21 & 22:** Train The Trainer
- Mar 27:** Negotiating & Influencing

Visit the **Training page** of our website for details of all of our training workshops. For a *cost effective quote* to deliver any of the courses internally, please email gail@SmartHR.co.im

Further details can be found at www.SmartHR.co.im
We can also create bespoke courses

